

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

July 2013

Total Calls	<u>21</u>	General Statistics	
		Youth Callers	Time of Youth Calls
Calls returned within one business day	<u>21</u>	Female <u>13</u>	AM <u>3</u>
Calls resolved within 30 business days	<u>21</u>	Male <u>3</u>	PM <u>13</u>
Follow-up calls	<u>38</u>		
		Total Youth Callers	<u>16</u>
		Total Adult Callers	<u>5</u>

CALLS RELATING TO:

Collaboration Contacts/Referrals/Information

DCFS	<u>5</u>
Group Home	<u>3</u>
Probation Ombudsman	<u>11</u>
General Information	<u>4</u>

TOTAL: 23 (Note: A call may have multiple contacts/referrals)

Personal Rights

<u> </u> Allowance	<u>4</u> Health/Med, Dental, Psych Care (Crittenton)
<u> </u> Clothing/Personal Property	<u>2</u> Respect (Penny Lane, Macro Homes)
<u>1</u> Contact (Los Angeles Youth Network)	<u> </u> School/Community/Religious Svc:
<u> </u> Food	<u> </u> Work/Job Skills
<u> </u> Living Condition (David & Margaret - 1; Trinity Apple Valley-2)	

TOTAL: 10

Personal

<u> </u> Crime-related	<u> </u> Physical Abuse/Harm
<u> </u> Discipline	<u> </u> Fear, Threats, Intimidation, Isolation (Children's Homes of Southern California)
<u> </u> Discrimination	<u>1</u> Relationship
<u> </u> Emotional Issues	<u> </u> Sexual Abuse
<u> </u> Pregnancy/Infant Care	<u>1</u> Substance Abuse (Penny Lane)
	<u> </u> Neglect

TOTAL: 2

Other

<u>3</u> CSW Related Issues (David & Margaret - 1; Penny Lane - 2)
<u>1</u> Transitional Housing (Crittenton)

TOTAL: 4

Visits/Outreach

Careprovider Org Foundation - 2 sites
 Five Acres Group Home - Solita site
 Heritage Group Homes - West Covina & Valinda sites
 San Gabriel Children's Center - 4 sites

There were no issues expressed during site visits

TOTAL: 9

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

August 2013

Total Calls	<u>23</u>	General Statistics	
		Youth Callers	Time of Youth Calls
Calls returned within one business day	<u>23</u>	Female <u>14</u>	AM <u>2</u>
Calls resolved within 30 business days	<u>23</u>	Male <u>4</u>	PM <u>16</u>
Follow-up calls	<u>57</u>		
		Total Youth Callers	<u>18</u>
		Total Adult Callers	<u>5</u>

CALLS RELATING TO:

Collaboration Contacts/Referrals/Information

DCFS	<u>11</u>
Child Protection Hotline	<u>4</u>
Group Home	<u>6</u>
Community Care Licensing	<u>1</u>
Probation Ombudsman	<u>2</u>
General Information	<u>2</u>

TOTAL: 26 (Note: A call may have multiple contacts/referrals)

Personal Rights

<u>1</u> Allowance (McKinley)	<u>2</u> Health/Med, Dental, Psych Care (McKinley, Macro Homes)
<u>2</u> Clothing/Personal Property (McKinley, Macro Homes)	<u>2</u> Respect (Mary's Shelter, Aviva)
<u>1</u> Contact (Rosemary's)	<u> </u> School/Community/Religious Svcs
<u>1</u> Food (Crittenton)	<u> </u> Work/Job Skills
<u>3</u> Living Condition (Mary's Shelter- 2, Aviva)	

TOTAL: 12

Personal

<u>1</u> Crime/Gang-related (Penny Lane)	<u> </u> Physical Abuse/Harm
<u> </u> Discipline	<u>1</u> Fear, Threats, Intimidation, Isolation (Macro Homes)
<u> </u> Discrimination	<u> </u> Relationship
<u> </u> Emotional Issues	<u>1</u> Sexual Interaction (McKinley)
<u> </u> Pregnancy/Infant Care	<u> </u> Substance Abuse
	<u> </u> Neglect

TOTAL: 3

Other

<u>6</u> CSW Related Issues (David & Margaret - 4, St. Anne's - 2,)

TOTAL: 6

Visits/Outreach

Dimondale Adolescent Care Facility	Issues expressed during visits
Macro Homes	<u>1</u> Discord between two residents
Turmont Home for Boys	<u>1</u> School and community
Murrell's Farm Boys Home (2 sites)	

TOTAL: 5 sites